

# ***Hyperlinks to Human Links***


Experts Directory Services

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## Influencing Factors - NASA Environment

- Large, distributed employee and partner base
- Great diversity of competencies and skills
- Open, collaborative and academic environment
- Extensive, but Center-centric, IT infrastructure
- “Employees are regarded as our most valuable asset”
- NASA’s intellectual capital needs



# Relevance

**Connecting people with people...**

**...using information technology to locate our knowledge**

- One stop shopping for knowledge
- Available on all desktops
- Supports Agency-wide (including our contractors and partners) user base

# MyGoddard - Expert Direct

*How do I find an expert in Java Programming?*

*Who can I talk to about Space Science Data?*

The screenshot shows the MyGoddard Expert Direct web application. At the top is the NASA myGODDARD logo. To the right of the logo is a navigation bar with links: myGoddard, Travel/Training, myExperts, and Layout. Below the navigation bar is a user greeting: "Hello, Steve (if not Steve [click here](#) OR [log out](#))". The main content area is divided into two columns. The left column is titled "My Expert Search" and contains two paragraphs of text explaining the purpose of the system. The right column is titled "Search Profile" and contains two dropdown menus for "Technical Knowledge" and "General Knowledge", both set to "- Select a Category -". Below these are two buttons: "Knowledge Search" and "Clear". A horizontal line separates this section from the "Keyword Search" section, which has a text input field and two buttons: "Keyword Search" and "Clear".

**myGODDARD**

myGoddard Travel/Training myExperts Layout

[View Profile](#) | [Update my Profile](#) | [Manager Access](#) | [Administration](#)

Hello, Steve (if not Steve [click here](#) OR [log out](#))

### My Expert Search

The most valuable resource of any organization is its people. The ability to find out who MyExperts provides a resource for GSFC employees to enter their knowledge, skills and experiences. Employees can select who gets to view their information from no one to the entire world.

My Experts provides the user the ability to submit new knowledge categories which are reviewed and integrated into our skills taxonomy.

### Search Profile

Technical Knowledge  
- Select a Category -

General Knowledge  
- Select a Category -

Knowledge Search Clear

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Keyword Search

Keyword Search Clear

# My profile

- You set the who gets to see your profile
- Accepts html tagging

The screenshot shows the 'myGODDARD' web application interface. At the top, there is a NASA logo and the text 'myGODDARD'. Navigation links include 'myGoddard', 'Travel/Training', 'myExperts', and 'Layout'. A secondary navigation bar contains 'MyExpertDir', 'View Profile', 'Manager Access', and 'Administration'. A greeting message says 'Hello, Steve (if not Steve [click here](#) OR [log out](#))'. On the left, a 'Profile Sections' sidebar lists 'Candidate Info', 'Skills', 'Additional Info', and 'Finish Up'. The main content area is titled 'Candidate Information' and contains several form fields: 'Who Can View Your Profile?' with radio button options (No one, ISC staff only, GSFC only, NASA only, and The Whole World, which is selected), 'Job Title' (Associate Branch Head), 'Current Project' (Computing Environment & Technology Brar), 'Current Project Position' (Associate Branch Head), 'Profile Intro' (a text area containing HTML tags like **T** and [isc.gsfc.nasa.gov](#)), and 'Branch/Project Related URL' (two text input fields for URLs).

# My profile

- Selects NASA Core Competency
- General Knowledge
- Customizable Specific Knowledge
- Additional information

**my GODDARD** myGoddard Travel/Training myExperts Layout

MyExpert Dir | [View Profile](#) | [Manager Access](#) | [Administration](#)

Hello, Steve (if not Steve [click here](#) OR [log out](#))

**Profile Sections**

- [Candidate Info](#)
- [Skills](#)
- [Additional Info](#)
- [Finish Up](#)

[Preview Profile](#)

**Skills**

NASA Core Competency Skill: Flight/Ground Engineering Data Systems - Software

NASA Core Competency Subskill: NONE REQUIRED

General Technical Knowledge (Multiple Selections Allowed):

- AAA
- Astronaut
- Bio-Nuclear Oceanographic Genetic Engineering
- Chemical Engineering
- Clerical
- Computer Programming

[Add New Tech Knowledge](#)

General Knowledge (Multiple Selections Allowed):

- Apple Maint.
- Computer Support
- ISO 9K
- Proposal Writing

[Add New General Knowledge](#)

Specific Area(s) of Knowledge:

<i>Web application development<br>Usability and accessibility<br>Project and Program management<br>

Additional Skills:

Dynamic out of the box thinker<br>Certified Knowledge Manager Level 1

# My profile

- Assign Professional Organizations
- Assign Products and Services
- Assign Organization Disciplines
- Other important keywords

**myGODDARD** [myGoddard](#) [Travel/Training](#) [myExperts](#) [Layout](#)

[MyExpert Dir](#) | [View Profile](#) | [Manager Access](#) | [Administration](#)

Hello, Steve (if not Steve [click here](#) OR [log out](#))

**Profile Sections**

- [Candidate Info](#)
- [Skills](#)
- Additional Info**
- [Finish Up](#)

[Preview Profile](#)

**Additional Information**

Professional and Standards Organizations:

Available ISC Products & Services (Multiple Selections Allowed):

ISC Disciplines (Multiple Selections Allowed):

Keywords:

[Save & Return Later](#)

Last Modified: January 24, 2003

# My profile

- Upload Photograph
- Save final profile

 myGoddard Travel/Training myExperts Layout

[MyExpert Dir](#) | [View Profile](#) | [Manager Access](#) | [Administration](#)

Hello, Steve (if not Steve [click here](#) OR [log out](#))

**Profile Sections**

- [Candidate Info](#)
- [Skills](#)
- [Additional Info](#)
- Finish Up**

[Preview Profile](#)

**Finish Up**

1. Click the **Browse** button to select the image that you want to attach, or type the path to the file in the box below.

Attach Image  **Browse...**

2. If an image already associated with this profile, would you like to

- ☐ Overwrite
- ☒ Make Unique
- ☐ Skip

**Upload the image**



Please refresh the page, if the image is not loaded properly  
[Remove](#)

**< Save & Go Back** **Activate Your Profile**

Last Modified: January 24, 2002

January 29, 2002



# My profile

- **Contact information**
  - *Name and address*
  - *Phone, FAX, e-mail*
  - *WWW address*
  - *Contact preference*
- ♦ **Current Work Assignment**
- ♦ **General Knowledge**
- ♦ **Specific Knowledge**
- ♦ **Affiliations**
- ♦ **Miscellaneous**


**myGODDARD**

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Hello, Steve (if not Steve [click here](#) OR [log out](#))

### Profile Information

<b>Name</b>	<b>Steve Naus</b>
<b>Title</b>	Associate Branch Head
<b>Address</b>	Code 585.0 Building 23, Room W425
<b>Phone</b>	301 286-5640
<b>Fax</b>	301 286-1767
<b>Email</b>	<a href="mailto:Stephan.A.Naus.1@gsc.nasa.gov">Stephan.A.Naus.1@gsc.nasa.gov</a>



Steve is recognized as an seasoned expert in information/internet technologies and knowledge management. He is frequently called on to assist/contribute in numerous capacities and contributes to many organizations and projects across Goddard.

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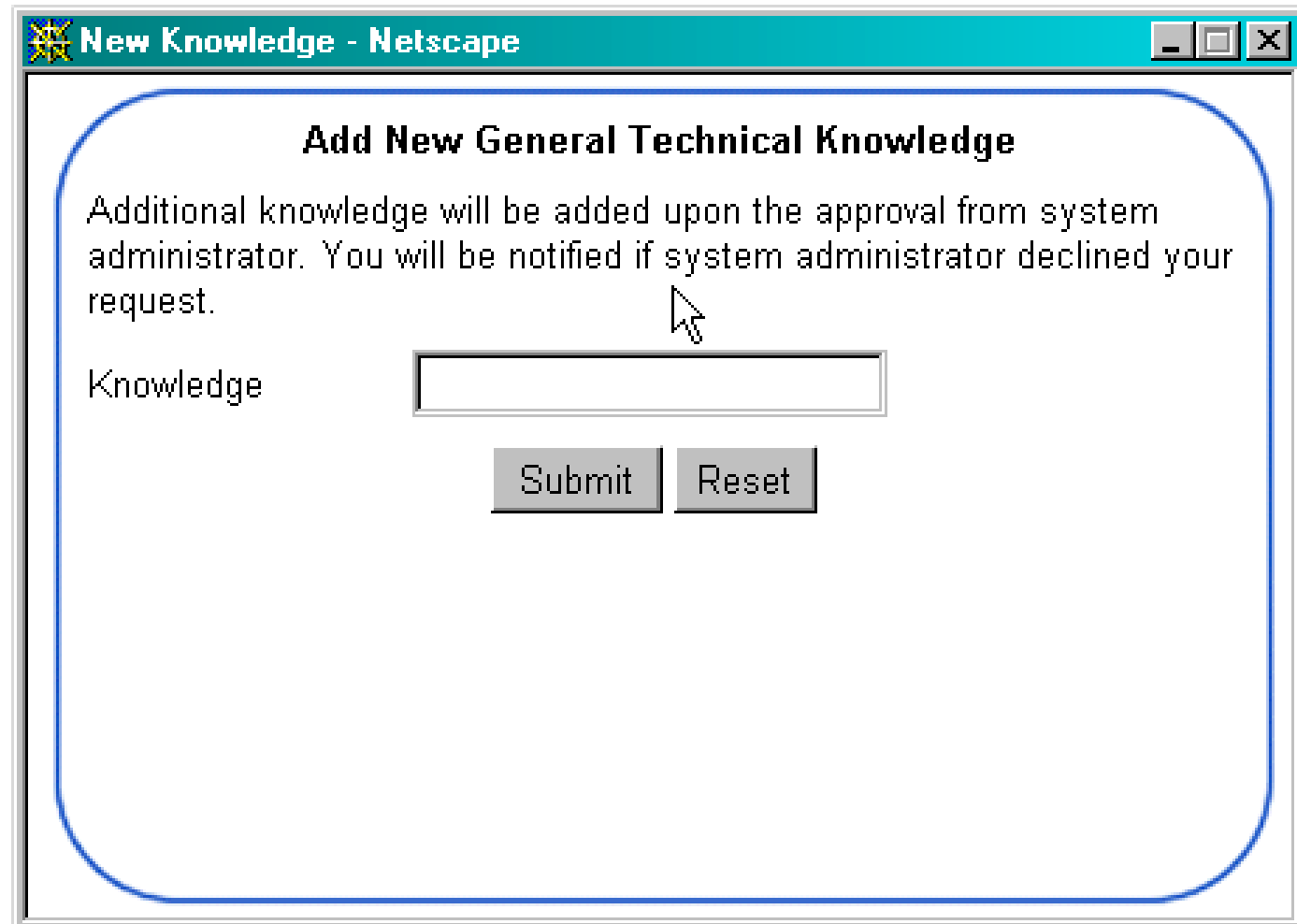
<b>Current Project</b>	Computing Environment & Technology Branch - Code 585
<b>Current Project Position</b>	Associate Branch Head
<b>Work/Project Related URL</b>	<a href="http://isc.gsc.nasa.gov">http://isc.gsc.nasa.gov</a>

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<b>General Technical Knowledge</b>	Computer Programming Ground Systems Engineering IT Security Project Management Resource Management Web Application Development Web Usability
<b>General Knowledge</b>	Computer Support ISO 9K Proposal Writing Public Outreach Public Speaking

# Administration

- End-user ability to add new skills
- Managed Taxonomy with feedback



**Add New General Technical Knowledge**

Additional knowledge will be added upon the approval from system administrator. You will be notified if system administrator declined your request.

Knowledge

# Administration

- Taxonomy Management
  - Knowledge Request
  - Core Competency Skills
  - Knowledge Lists
  - Products and Services
  - Organizational Disciplines

The screenshot displays the NASA myGoddard Knowledge Request interface. The top navigation bar includes links for [myGoddard](#), [Travel/Training](#), [myExperts](#), and [Layout](#). Below this, a blue bar contains [MyExpert Dir](#), [View Profile](#), [Update my Profile](#), and [Manager Access](#). A greeting message reads: "Hello, Steve (if not Steve [click here](#) OR [log out](#))".

The left sidebar, titled "Administration Sections", lists the following links: [Knowledge Request](#), [Core Skills/Subskills](#) (highlighted), [General Tech Knowledge](#), [General Knowledge](#), [ISC Products & Services](#), and [ISC Disciplines](#).

The main content area, titled "Core Skills/Subskills", features a dropdown menu for "Core Skill" with the selected value "Guidance, Navigation, and Control Systems Development, Integration and Test". To the right of the dropdown are links for [Add](#), [Update](#), and [Delete](#).

Below the dropdown is a table with two columns: "Core SubSkill" and "Description". The table lists the following subskills:

Core SubSkill	Description
<input type="radio"/>	Advanced Propulsion System Development
<input type="radio"/>	Flight Mission Design
<input type="radio"/>	GNC Advanced Components Development
<input type="radio"/>	GNC Hardware Systems Development
<input type="radio"/>	GNC Systems Engineering
<input type="radio"/>	GNC Technician Support
<input type="radio"/>	GNC Technology Development
<input type="radio"/>	Guidance, Navigation and Control (GNC) Algorithm Systems Analysis
<input type="radio"/>	Launch Vehicle Propulsion Systems
<input type="radio"/>	Spacecraft Propulsion Systems

At the bottom of the table are three buttons: [Add](#), [Update](#), and [Delete](#).

# Search

Three way to connect to knowledge

- Technical Knowledge
- General Knowledge
- Keyword Search

The screenshot shows the 'myGoddard' website interface. At the top right is an American flag with the text 'United We Stand'. Below it is a navigation bar with links: 'myGoddard', 'Travel & Training', 'myExports', and 'myLayout'. A secondary navigation bar contains links: 'MyExpert Dir', 'View Profile', 'Update my Profile', 'Manager Access', and 'Administration'. The main content area starts with a greeting: 'Hello, Steve (if not Steve [click here](#) OR [log out](#))'. Below this is the heading 'My Expert Search Result'. The search results are listed under 'Your search science' and include a bulleted list of names with hyperlinks: David Han, Mary Reph, James Byrnes, Ryan Boller, Nancy Laubenthal, Jan Barrowman, Edward Shaya, Robert McGuire, John Garrett, Kirk Borne, James Thieman, Gal Schneider, William Taylor, Zhenping Huang, Josephine Palencia, and Ramona Kessel. On the right side, there is a 'Search Profile' section with two dropdown menus for 'Technical Knowledge' and 'General Knowledge', both set to '- Select a Category -'. Below these are 'Knowledge Search' and 'Clear' buttons. Further down is a 'Keyword Search' section with a text input field containing the word 'science' and 'Keyword Search' and 'Clear' buttons. A NASA logo is visible in the bottom left corner of the page.

**myGoddard**

United We Stand

myGoddard Travel & Training myExports myLayout

MyExpert Dir View Profile Update my Profile Manager Access Administration

Hello, Steve (if not Steve [click here](#) OR [log out](#))

**My Expert Search Result**

Your search science

- [David Han](#)
- [Mary Reph](#)
- [James Byrnes](#)
- [Ryan Boller](#)
- [Nancy Laubenthal](#)
- [Jan Barrowman](#)
- [Edward Shaya](#)
- [Robert McGuire](#)
- [John Garrett](#)
- [Kirk Borne](#)
- [James Thieman](#)
- [Gal Schneider](#)
- [William Taylor](#)
- [Zhenping Huang](#)
- [Josephine Palencia](#)
- [Ramona Kessel](#)

**Search Profile**

Technical Knowledge  
- Select a Category -

General Knowledge  
- Select a Category -

Knowledge Search Clear

Keyword Search  
science

Keyword Search Clear

NASA

## Developing Content - Encouraging Contribution

- 100% Participation not necessary or desirable
  - Only want those willing to share their knowledge
  - Critical masses can be achieved
- Give employees a forum to talk about their experiences and they will, but.....
  - It must be easy to use
  - Relevant to their specific needs
- Understand NASA's culture
  - Must be voluntary
  - Employees must own their profiles
  - Must be able to select who gets to see them
  - Must emphasize knowledge not expertise

# Managing Content

- Contact information taken directly from X500
- Employees who leave are automatically flagged to be removed
- E-mail reminders on updating out-of-date profile needed
- The challenge is cultural not technical.
  - Marketing
  - Internalize use
  - Reward participation
  - Strong Management Support

# Status

- Under Pilot usage at GSFC
  - Space Science Directorate
  - Information System Center
- Additional features underway
  - Better overall search based on entire profile
  - Search by Browsing
  - Integration of data from NASA STARS
  - Integration with other expert listings at GSFC including web-site bios.
  - Integrate approved Pilot recommendations